Corrective Action Plans Status a/o 9/07

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APA Audit Report of Commonwealth IT Governance and VITA Operations a/o 4/7/06, Issued 5/06

APA Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task / Comments
11	Hire PMD Staff	Authorize & fill vacant full-time positions rather than hiring vendors.	~~1/07~~ 10/07	Jerry Simonoff	C	Initial Plan 5/06	1) Implement phase 1 reorganization of PMD to increase available staff direct project oversight and consulting hours. (Completed – 5/1/06) 2) Fill PMD authorized vacancies. The phase 1 target is 13 FTE against a maximum authorization of 15 MEL, with 10 positions currently filled. 3) Due to continuing difficulty in recruiting experienced project managers, initiate an "Open Until Filled" recruiting strategy. (Completed – 5/11/06) 4) Implement phase 2 reorganization of PMD (13 FTE) to reduce administrative burden on staff providing direct customer services. Target Date: 1/07
						7/06	Task 1 is complete. Task 2 is partially complete, with 11 of 13 positions filled. Further hiring is now on hold, as volume of projects/procurements-the basis for hrly billings-are thus far below projections. PMD will continue to monitor and report on trends at the ITIB's Oct. meeting.
						9/06	There is no change in status for task 2. As directed, PMD will brief the ITIB Finance & Audit Committee at the Oct. Meeting on ITIM service fee revenues and the impact on PMD staffing. Task 3, recruiting strategy, terminated due to lack of revenue. Task 4 on hold.
						12/06	PMD briefed the ITIB Finance & Audit Committee at the Oct. mg on ITIM Service Fee revenues & the negative impact on PMD staffing. The Committee approved a CIO recommendation to restructure the ITIM Service Fee to address inherent disincentives (to agencies) in the fee structure & improve the revenue stream. The ITIM Service Fee issue was presented to JLARC in Dec. Tasks 2 & 4 remain incomplete pending VITA review of available PMD revenue streams & resolution of ITIM Service Fee constraints. New due date to be provided at the April meeting.

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						3/07	CIO approved hiring of additional PMD staff is underway in order to complete tasks 2 and 4. Applicant pool is not strong, with 1 of 3 vacancies tentatively filled. Anticipated PMD Phase 2 reorganization completion date is now October 2007.
						6/07	Offers have been accepted to fill the remaining two PMD staff vacancies, with new employees scheduled to report in July. Anticipated PMD Phase 2 reorg completion date remains October 2007.
						9/07	**Completed**
13	Improve PMD Effectiveness & Efficiency	PMD should examine their admin. tasks & make more efficient & also take an active role monitoring projects & independently verifying & assessing agency self-reported data.	~~1/07~~ 10/07	Jerry Simonoff	C	Initial Plan 5/06	Two Phase Approach. Phase 1 began on May 1 with reorganization of PMD and includes: • Establishment of PMO focused exclusively on project consulting & oversight. • Assignment of PM Specialists within PMO to oversee specific Secretariat projects, including on-site observation & coordination with project staff, stakeholders and agency leadership. • Continued monthly PMD Program Reviews initiated in Jan. 06, to ensure that PMD maintains an enterprise perspective (emphasizing enterprise & collaboration opportunities) on projects under oversight. • Implementation of a formal project oversight training & mentoring program for newly hired or assigned staff. • Training current staff on oversight methodologies dev. in item 14 below. • Establishment of IT Investment Management Office focused on early identification of agency IT investment needs. Target Completion of Phase 1 is 11/06. Phase 2 includes the establishment of a Management Support Office in PMD to relieve PMO staff of administrative responsibilities. Target date for completion of Phase 2 is 1/07.
						7/06	PMO & ITIM Offices established. Monthly PMD program reviews continue. PM specialist assignment to oversee

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							specific Secretariat projects is in place. Lower than projected hourly billings for PMO consulting have put on hold plans to bring on staff to expand contact hours. Continued funding constraints may affect planned Phase 2 corrective actions. PMD will research underlying causes of reduced major project submissions & continue to track trend data for 1QFY07, as the basis for recommending appropriate changes to corrective actions at the Oct ITIB meeting.
						9/06	Continued funding constraints will impact planned Phase 2 corrective actions.
						12/06	Funding constraints continue to impact planned Phase 2 corrective actions. New due date to be provided at the April meeting.
						3/07	CIO approved hiring of additional PMD staff is underway in order to complete Phase 2 reorganization. Applicant pool is not strong, with 1 of 3 vacancies tentatively filled. Anticipated Phase 2 completion is now October 2007.
						6/07	Offers have been accepted to fill the remaining two PMD staff vacancies, with new employees scheduled to report in July. Anticipated PMD Phase 2 reorganization completion date remains October 2007.
						9/07	**Completed**
18	Adopt Uniform Infrastructure Procedure	Service Mgmt. Org. should adopt uniform procedures that apply to all aspects of VITA's infrastructure.	6/08	Fred Duball	U	Initial Plan 5/06	A complete plan for establishing consistent, ITIL conformant procedures manual by 8/06. Existing processes will be compiled into a centralized repository by 10/06. Starting in 3/07, as services are transformed, ITIL conformant processes are deployed with all procedures ITIL conformant by 6/08.
						7/06	The project started on July 1.
						9/06	Executing to plan, on track to meet milestones. Workshops have been scheduled to develop procedures.

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APA Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task / Comments
						12/06	Many Critical Interim Operational Procedures have been identified & implemented, while others remain under development & are on schedule to complete. Executing to plan, on track to meet milestones. Phase 1 ITIL Project (Change, Configuration, Release) Workshops have been completed. Phase 1 Design phase pending final reviews. Staff has received ITIL training.
						3/07	Running one month behind schedule on developing procedures. Priority is on security procedures. Project the procedures manual being back on schedule in August 07. Phase 1 ITIL project (Change, Configuration, Release) scheduled to deploy to IT Infrastructure staff from April to June. Agency personnel deployments start in July.
						6/07	Phase 1 of the ITIL project (Change, Configuration, Release) has been delayed to complete the Acceptance Test Plan pre-live testing and adopt a phased rollout approach for ITP Infrastructure staff to minimize agency impact. The phased rollout to ITP infrastructure staff will occur from July to August. Agency personnel deployments are projected to start in August. This Phase 1 delay should not impact the Phase 2 rollout (Incident, Problem, Capacity, and Availability) which is scheduled to start in August 07. The infrastructure aspects of the procedures manual project will be back on schedule by August 07. Populating the procedures manual with content is significantly behind schedule, but should be complete by 6/08.
						9/07	**Phase 1 of the ITIL project (Change, Configuration, and Release) has been deployed to all ITP staff for internal Change Management. ITIL compliant Change Management, to include agency participation, is scheduled to roll out starting in November. Phase 2 processes (Incident, Problem, Capacity, and Availability) are nearly one month behind schedule. The procedures manual project has made progress in formalizing the process for procedures submission and review; however, the team is significantly behind on execution. A revised plan is due 10/31/07 to correct the deficiencies, and meet the June 2008 date for a ITIL conformant procedures manual.**

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Network Perimeter (NP) Reports, Issued 8/06

NP	4	Revise VITA Central Policies to Include All of VITA	VITA policies related to network monitoring are inconsistent and do not address the VITA enterprise as a whole.	~~5/07~~ 7/07	Peggy Ward	C	Initial Plan 9/06	Revise network perimeter policies and procedures to be consistent across the VITA enterprise.
							12/06	An internal review of VITA policies related to network monitoring is taking place 1/07 as part of an internal assessment.
							3/07	Internal review of VITA policies is complete. Developing a plan to write or revise policies as needed.
							6/07	VITA Acceptable Use of Electronic Communications, PC/LAN Policy, & Firewall VPN Policy have been revised, approved by PPRAT & are pending publication.
							9/07	**Policies published in 7/07**

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Semiannual Report of Internal Control of Weaknesses Identified, Issued 1/07

IAS Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task / Comments
3.	Require that Sensitive Information be Saved to Network Drives	Establish a VITA policy requiring that sensitive information be saved to network drives & not to individual computers.	~~4/07~~ 7/07	Peggy Ward	C	Initial Plan 1/07	Policy will be established.
						3/07	Completed review of all internal VITA policies. This requirement will be included in new or revised policy.
						6/07	This requirement has been included in the SEC501 Security Standard revisions, pending ITIB approval & included in the VITA PC/LAN Policy, pending publication.
						9/07	**Revised SEC501 Security Standard approved and published 7/07.**

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Electronic Media Disposal Report, Issued 9/07

Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Task/Comments
1.	Test Data Removal Practices	Establish audit function for random testing of electronic media. Function should assess the effectiveness of VITA/contractor data removal efforts.	11/07	Fred Duball	Initial Plan 9/07	An audit function to randomly test data removal practices will be implemented.
2.	Revise VITA's Policy to Conform With the COV STD	Amend VITA Policy to include these provisions from the COV STD.	1/08	Peggy Ward	Initial Plan 9/07	The VITA Policy will be amended to include recommended provisions of the STD.
3.	Revise STD & VITA Policy for Maintenance to Malfunctioning Disk Media	Revise the COV STD & VITA Policy to clearly define requirements for maintenance of malfunctioning disk media that contains data	4/08	Peggy Ward	Initial Plan 9/07	The STD & VITA Policy will be revised to include requirements for maintenance of malfunctioning disk media that contains data.

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Network Perimeter (NP) Reports, Issued 8/06

Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Task/Comments
4.	Revise VITA Policy on Logging & Tagging Requirements	Ensure that a training program is developed, documented & implemented for appropriate operations staff on logging & tagging requirements as outlined in the STD.	11/07	Fred Duball	Initial Plan 9/07	Training program will be developed and implemented based on new procedures.
5.	Develop Electronic Data Removal Procedures	Develop procedures to provide detail instructions for removing data. These procedures should be aligned with the STD & the VITA Policy.	11/07	Fred Duball	Initial Plan 9/07	Will develop procedures that support the revised VITA policy on data removal.
6.	Revise VITA Policy to Address Data Removal Responsibilities	Revise the VITA Policy to address VITA & the agencies' data removal responsibilities.	1/08	Peggy Ward	Initial Plan 9/07	Will revise the VITA Policy to include data removal roles and responsibilities.

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